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**\*\* CONTINUING DATA \*\*** *yes YAH*  
 \*\*\*\*\*  
 THIS APPLICATION IS A DIV OF 09/209,306 12/11/1998 PAT 6,157,655

**\*\* FOREIGN APPLICATIONS \*\*** *no YAH*  
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**IF REQUIRED, FOREIGN FILING LICENSE GRANTED \*\*** 01/16/2001

Foreign Priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	<b>STATE OR COUNTRY</b> CA	<b>SHEETS DRAWING</b> 3	<b>TOTAL CLAIMS</b> 8	<b>INDEPENDENT CLAIMS</b> 3
35 USC 119 (a-d) conditions met <input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after Allowance				
Verified and Acknowledged Examiner's Signature <i>[Signature]</i> Initials				

**ADDRESS**  
24739

**TITLE**  
Method for estimating telephony system-queue waiting time in an agent level routing environment

<b>FILING FEE RECEIVED</b> 710	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:	<input type="checkbox"/> All Fees
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